

CCHP's Children & Young People's

# Participation Strategy

**"Participation is not a straight journey, it twists and turns and can take several tries before you get where you want to be. It's not a physical thing; it's an attitude, a cultural mindset.**

**Good participation can help bring good out of a bad situation and break the isolation."**



2014 - 2017

# Background

CCHP exists to provide excellent quality health care for all children & young people in Bristol and South Gloucestershire. To achieve excellent quality, CCHP value two equally important clinical governance principles:

The need for competent staff, using best evidence in the care they offer  
To work in a compassionate and participative way to provide the best experience possible.

Children, young people and parents/ carers can find accessing health services daunting. A commitment to participation, values people as individuals.

The CCHP with Barnardo's is about strengthening the collaboration between staff, services & children, young people, parents, carers through participation. Working together for real and positive change. Participation is central to our ethos to improve health and well-being. This includes Equalities and Diversity and Safeguarding.

The Department of Health and NHS England have shown an increasing commitment to participation; including The Health and Social Care Act (2012), NHS Outcomes Framework (2014/15), NHS Constitution (2013), and improved Access to Psychological Therapies (IAPT).

Making children and young people's participation a reality is a duty stated in the UN Convention on the Rights of the child (UNCRC, 1989). The UN committee on the Rights of the Child recently emphasised 'the importance of approaching children's health from a children's rights view point' (UN,2013:3), to include:

- » What services are needed
- » How and where they are best provided

- » Barriers to accessing or using services
- » The quality of the services
- » Attitudes of health professionals
- » Strengthening children's capacities for increased responsibility in their own health
- » Involving service users more effectively as peer educators

This participation strategy was developed by a group of young people, CCHP and Barnardo's staff and is part of the North Bristol Trust's Patient Experience strategy. It has been supported by Louca-Mai Brady from the University of the West of England, with contributions from parents, clinical leaders, managers and commissioners through a series of focus group discussions.

Our ambition is to establish participation as an everyday process - understood, valued and acted upon by professionals and children, young people and their parents/carers. The CCHP self-assessment framework of participation standards means that services and functions can apply this strategy to the work they do.



# Our Participation Values

## Children's Right to be Heard

Participate in decisions about their health care & influence the services they receive.

Children and young people using CCHP services will experience:

- » Responsive staff who understand the importance of listening to children
- » Frequent opportunity to give feedback & make choices
- » Clear information that meets differing needs

## Reaching and Supporting Everyone

Especially those most in need and least heard. Participation can engage and benefit all children, young people and families through:

- » Being genuinely interested in the person
- » Working and learning together
- » Good communication and planning
- » Seeing the difference it makes
- » Social opportunities to make friends
- » Developing knowledge, skills & confidence
- » Valuing their contribution
- » Celebrating success
- » Using the creative arts and technology
- » Making it enjoyable and FUN!

## Excellent Quality

We will ensure our quality through:

- » Using national standards
- » Monitoring progress
- » Clear participation structure
- » Action planning
- » Identifying the positive changes that result

## Parent's Right to be Heard

Included in decision making about their child's health care & the services they receive.

Parents often have an important role in supporting their child's participation.

However, the views of the parents & carers should be included as well as, not instead of the children's views.

Differences of view always need to be seen in terms of the best interests of the child.

## Respectful Relationships

Participation is about people and relationships that support engagement. Good communication skills matter. All staff should communicate in a way that encourages listening and understanding to:

- » Develop trust
- » Manage different points of view & difficult conversations
- » Improve decision making

## Strong Effective Leadership

CCHP managers, professional leads & supervisors have a responsibility to lead and actively promote good participation through:

- » Developing high quality services
- » Upholding participation values and practice
- » Supporting & developing staff
- » Sharing good practice, locally and nationally
- » Enabling positive change

## What is Participation?

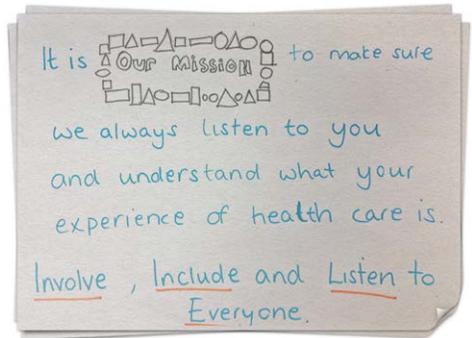
Participation is a process and culture in which children and young people are listened to, their opinions respected and they are actively involved in decision making which brings about change in themselves, their peers, the services they use and their communities.

**We need input from all levels of the organisation and we invite everyone to contribute to make this a success.**

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"What goes on in there?"  
<http://bit.ly/1JTD1kr>



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 **Community Children's  
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